

Review of: "Two New Gaps for SERVQUAL"

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Potential competing interests: No potential competing interests to declare.

Generally, it is a well-prepared paper. All the hypotheses are clear, and the results look sound. The topic is interesting, and it will contribute well to the literature. The literature is quite good.

1. There are some minor typos/grammar errors. The language could be improved slightly.
2. Literature could be extended.
3. The motivation of the study should be mentioned clearly.
4. The closing remarks part should be extended.